

**City College Norwich  
Higher Education: Programme Summary Specification**

**This Summary Programme Specification sets out the essential features and characteristics of the CMI Operations / Departmental Manager course.**

<b>Course Title</b>	CMI Operations / Departmental Manager
<b>Awarding Body</b>	Chartered Management Institute (CMI)
<b>Level of Award</b>	Level 5, Undergraduate
<b>Professional, Statutory and Regulatory Bodies Recognition</b>	Chartered Management Institute
<b>Credit Structure</b>	45 Credits
<b>Mode of Attendance</b>	Part-Time
<b>Standard Length of Course</b>	18 months
<b>Intended Award</b>	Diploma
<b>Fall-back Awards</b>	
<b>Entry Requirements</b>	<p>Candidates will have a Level 3 qualification (e.g. A levels), and English and Maths at Level 2 (GCSE/O Level) or above.</p> <p>Candidates who do not hold a Level 3 qualification but have a minimum of 2 years' experience in supervisory / junior management roles will also be considered.</p> <p>Entry onto the programme will be subject to an interview with the course team.</p>
<b>Delivering Institution(s)</b>	City College Norwich
<b>UCAS Code</b>	n/a – direct application through City College Norwich

## Course Summary

These qualifications are aimed at practising or aspiring managers and leaders who are typically accountable to a senior manager or business owner. The primary role of a practising or aspiring manager and leader is to lead and manage individuals and teams to deliver aims and objectives in line with organisational strategy. Role and responsibilities may also include but are not limited to developing teams and individuals, creating operational plans, planning and managing projects, managing change, managing finance, resources and identifying new approaches to business activities, managing quality and continuous improvement as well as managing the human resources function.

The qualifications have been designed for practising or aspiring managers in roles such as:

- Operations Manager
- Divisional Manager
- Departmental Manager
- Regional Manager
- Specialist Manager

## Course Structure - Modules

Modules in the Programme		
Module Title	Credit Value	Module Summary (including associated assessments) *
Principles of Operational Leadership and Management in an Organisational Context	7	Being equipped with the knowledge, skills and behaviours to manage and lead in a variety of organisational settings is essential if an individual and their organisation are to succeed. This unit has been designed for learners who want to develop or sharpen their professional edge and enhance personal effectiveness. Learners will evaluate the impact of an organisation's structure and governance on management and leadership. They will explore theoretical models, management and leadership styles and approaches designed to promote a culture of mutual trust, respect and support.
Principles of Developing, Managing and Leading Individuals and Teams to Achieve Success	6	When individuals and teams are managed well, organisations thrive and staff satisfaction increases. The aim of this unit is to equip managers with an in-depth understanding of the theoretical and practical approaches to leading and managing teams effectively. Managers will identify the techniques used to monitor and manage individual and team performance, assess current and future capabilities and adopt approaches to respond to these. On successful completion of the unit, managers will not only understand how to meet the challenge of leading individuals

		and teams, they will know how to support, motivate and inspire them to exceed expectations.
Managing Stakeholder Relationships	4	Good relationships, whether they are with customers, suppliers, partners or staff, are a key contributor to an organisation's success. To build stakeholder relationships that are long lasting and sustainable, they need to be planned and developed. This unit explores the types and purposes of stakeholder relationships and the skills required to overcome challenges and manage these effectively.
Managing Projects to Achieve Results	6	The ability to manage projects is a vital skill for all managers. This unit focuses on the knowledge and skills required to manage projects successfully and overcome problems and challenges. It requires the learner to evaluate the methods and tools for planning tasks and activities, as well as knowing how to implement and manage project activities, build stakeholder relationships, manage resources and risk, monitor progress and report on outcomes.
Managing Change	5	Change is inevitable if an organisation is to maintain competitiveness and currency of practice. This unit has been designed to enable the learner to evaluate types and reasons for change within organisations and be able to select and apply theoretical models for its management. The purpose is not only to enable learners to develop the skills to manage change and achieve set objectives, but to do so in a professional manner with open and honest communication throughout the entire process.
Creating and Delivering Operational Plans	6	The ability to translate organisational objectives into operational plans is an essential management skill. The unit opens with the importance of understanding the strategic direction of the organisation and how to contribute to the strategic planning process. It then focuses on the knowledge and skills required to create and deliver operational plans. This includes the need to set key performance indicators, monitor quality and outcomes against the plan, and know how to effectively report on findings.
Managing Finance	6	Financial management skills are essential for all managers regardless of whether there is a dedicated finance team within an organisation. Financial acumen enhances decision making skills, which in turn supports management of projects, tasks and functional areas. This unit has been designed to enable learners to understand how financial systems within organisations operate. Learners will evaluate the sources of finance for organisations and understand the principles for setting and managing budgets in line with regulatory and organisational guidelines. This unit has been

		designed to enhance the learner's confidence and credibility in financial management, which will translate into improved management skills.
Using Reflective Practice to Inform Personal and Professional Development	5	Reflective practice is an essential management tool which supports the development of knowledge, skills and behaviours in the workplace. By consciously analysing own performance, decision making, leadership and management skills (in different situational contexts); opportunities for on-going development can be identified. The aim of the unit is to equip learners with the understanding of the value of reflective practice, and how reflection can be used as the basis of a meaningful personal and professional development.

\* Module summaries have been taken from the following document CMI Level 5 Management and Leadership (RQF) Syllabus, March 2023 – Version 14

### Awards

On successful completion of the course, students will be awarded a Level 5 Diploma in Operations / Departmental Management

### Course Assessment

The programme is assessed through a combination, academic assignments, presentations, portfolios, and project work.

### Course Team

The academic staff delivering this course are drawn from a team that includes teaching specialists and current practitioners. All staff are qualified in their subjects with their own specialist knowledge to contribute.

### Course Costs

*The tuition fees that new students pay will be fixed for the duration of the course and will not be subject to any further increases.*

Payment of tuition fees is due at the time of enrolment and is managed in accordance with the Course Fees & Eligibility Statement and Rules and Regulations.

Students are likely to incur other costs for books, printing, and other learning materials they may choose to buy. This should amount to a total of not more than £300 per year.